

Dear valued customer,

I am sure you are aware of the new General Data Protection Regulation (“GDPR”) comes in to effect on Friday 25th May 2018. GDPR sets in place valuable principles on how personal data is lawfully gained, processed, stored, kept relevant, kept secure and lawfully removed when requested.

With this in mind, and as you are a valued customer of HMG Coatings (South) Limited (“HMG”), I wish to take this opportunity to assure you of how we use personal data you have provided to us.

We currently hold personal data from various people within your organisation such as purchasers, account handlers, technical contacts, logistical contacts and senior representatives. The types of personal data we hold may include contact name, job title, the organisation you work for, your company mailing address, email addresses, telephone numbers, fax numbers and mobile numbers. We also hold bank payment details as part of a customer’s payment process to HMG.

Such personal data will only be used by HMG for the lawful purpose of our contractual obligation to you as a supplier, a legal obligation required by Government Authorities and a legitimate interest to provide you with services you have requested.

Examples of use include:

- Transaction documents and notifications we require to send, which may include sales order acknowledgements, despatch notifications, invoices/credit notes, remittance advices and account statements
- Information which is related to the service of your account with HMG, which may include quotations, changes to sales orders you will need to be aware of, notifications to your accounts payable of any issues and technical support we can provide when you require it
- Information which is related in changes to your account with HMG, which may include pricing changes, product changes and any changes to contacts within HMG
- Information services which you can access through our website portal which allow you to obtain pricing, VOC statements, sales order status and data sheets

As part of the process of servicing your account with HMG, we may require to provide limited personal data to 3rd party data processors which could include courier/despatch carriers, companies that are part of the HMG family of businesses within the United Kingdom and, if required and to your consent, HMG approved distributors. Other 3rd party data processors could include insurance and credit services which form the basis of our credit control process.

To comply with GDPR, you are required to give your consent for HMG to process and store your data from the 25th May 2018. If you do consent, then please ignore this bulletin and we will continue to service your account as always to the best of our ability whilst keeping your personal data safe. If you do not consent, then we will address any queries you may have.

Paul Whitewick
Managing Director
HMG Coatings (South) Ltd